

Jun 7th, 12:00 AM

Trends, Possibilities, and Scenarios for User-Centered Libraries

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Susan Gibbons, "Trends, Possibilities, and Scenarios for User-Centered Libraries." *Proceedings of the IATUL Conferences*. Paper 48.
<https://docs.lib.purdue.edu/iatul/2012/papers/48>

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Trends, Possibilities and Scenarios for User-Centred Libraries



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Anthropologist in the Library

Work-Practice Methodology

- David Lindahl, Xerox PARC
- Nancy Fried Foster, Anthropologist

2003-04: Faculty work practices

2004-06: Undergraduate students

2006-08: Graduate students (dissertations)

2008-09: How people search (eXtensible Catalog)

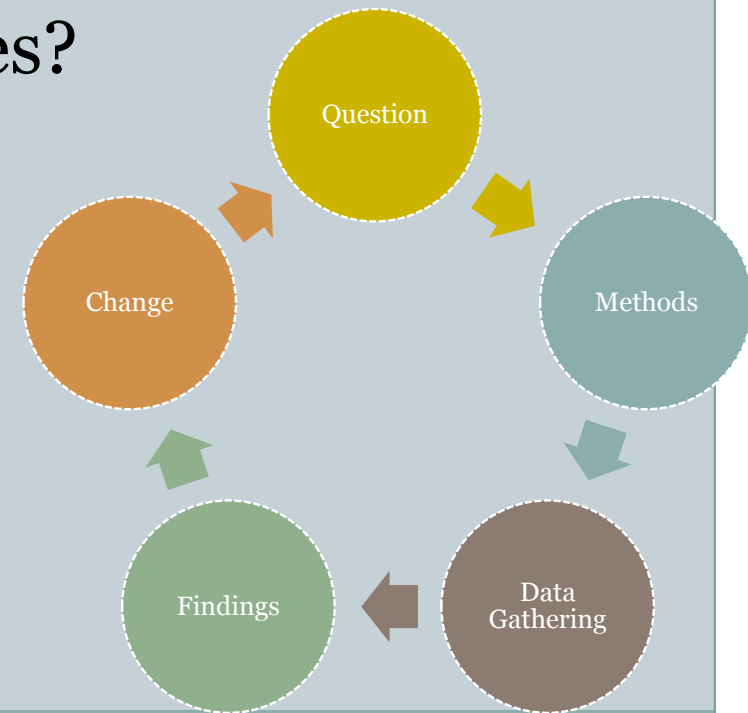
2009- 10: Science library buildings in digital age

2010- : Undergraduate students

Anthropologist in the Library



- Goals
 - Real vs. Perceived User Needs
 - How can we improve our services, digital presence and physical facilities?
 - Adapt to the changing needs of our users



2 Examples



- Undergraduate Students
 - Paper research and writing
- Graduate students
 - Dissertation process

Black Box Question

Improve library support of undergraduates

- What makes an “A” paper?
- What happens between assignment of research paper and completed paper?



Methods



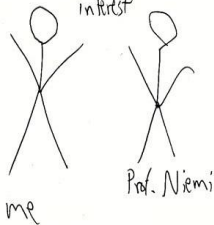
Retrospective Interviews

- Volunteer students
- “Shadowed” throughout semester
- Interviews



End of junior year

note of interest



Deciding to do senior honors thesis

exploration of topic



Same week, talked to Prof. Goemans, gave me large bibliography

little bit of research Jstor, PSC stacks



within 1-2 weeks wrote 1-2 page proposal

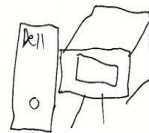
Sending to professors (hard copies and email)

During summer, found some materials/ did some reading

Inventories of third party intervenor joining dyads of territorial dispute

August - talked more with prof, other thesis writers, began writing intro

Early Sep. - turned in intro (for feedback)



Sep - Oct.



looking for data ICOW

~ weekly meetings with Goemans - intro feedback, background is good, thesis question needs work

Submitting (via email) drafts to Goemans, getting feedback



Writing incrementally more over the semester, usually late at night

Spring semester, looking for good regressions, w/ month, writing bit by bit

Up to end of semester, mostly data work/tuning, minimal writing, fully committed to doing it

Prof. telling me about EU Gene (to get data), Huth data Meet after class in his office to work on dataset

Due April 15th, ~50-60 pgs, had most of my material

Day before, get in LaTeX

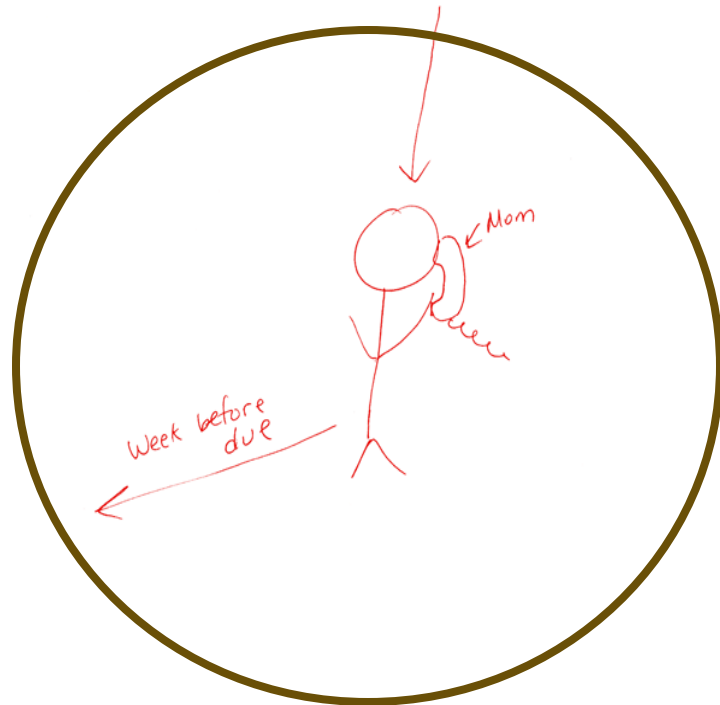
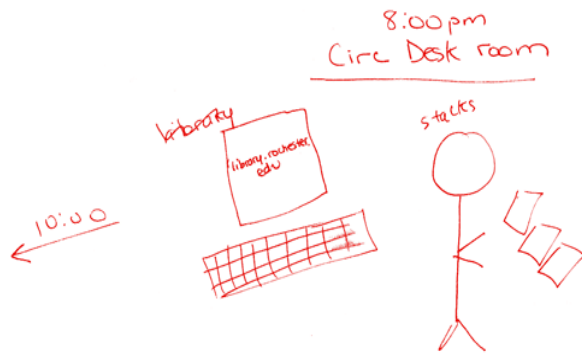
Printed / turned in 4 copies (3 profs, 1 completion)

ext class



that
afternoon

Antisemitism in Punk Rock
70's & 80's



WIKI WORLD
by Gary Williams

http://en.wikipedia.org/wiki/File:Helicopter_WikiWorld.png

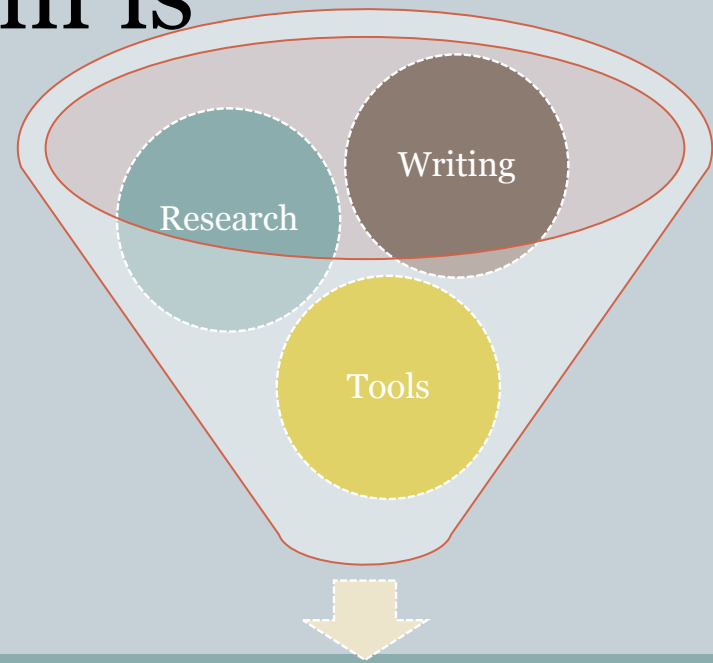
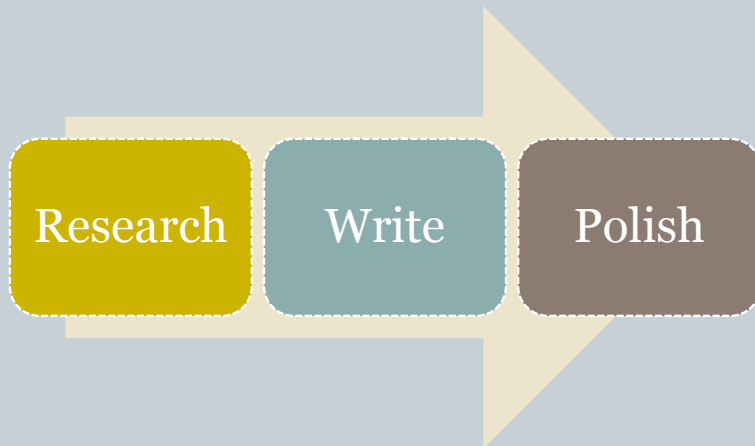
Parentnet Orientation



Writing & Research



- Not a linear process
- Student can't always recognize where their problem is

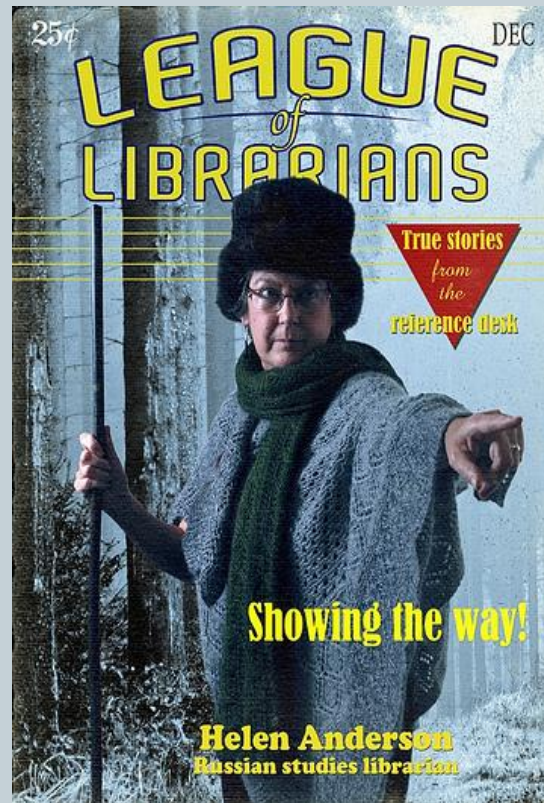
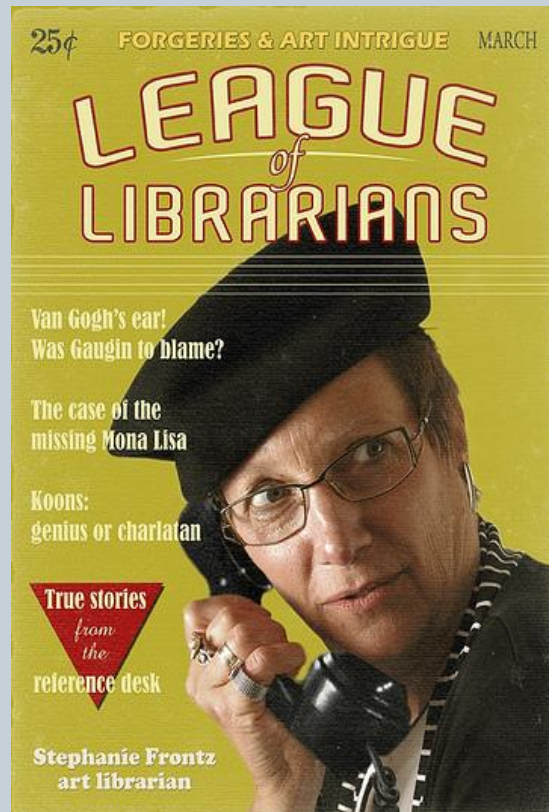


Paper

Subject Librarians?



- Limited knowledge of role of subject librarian



2 Examples



- Undergraduate Students
 - Paper research and writing
- Graduate students
 - Dissertation process

Dissertation Question



Improve library support of graduate students

- What are the barriers to successful dissertation completion?



Methods

InSitu Interviews

○ Show us where and how you work



Significant Disciplinary Differences

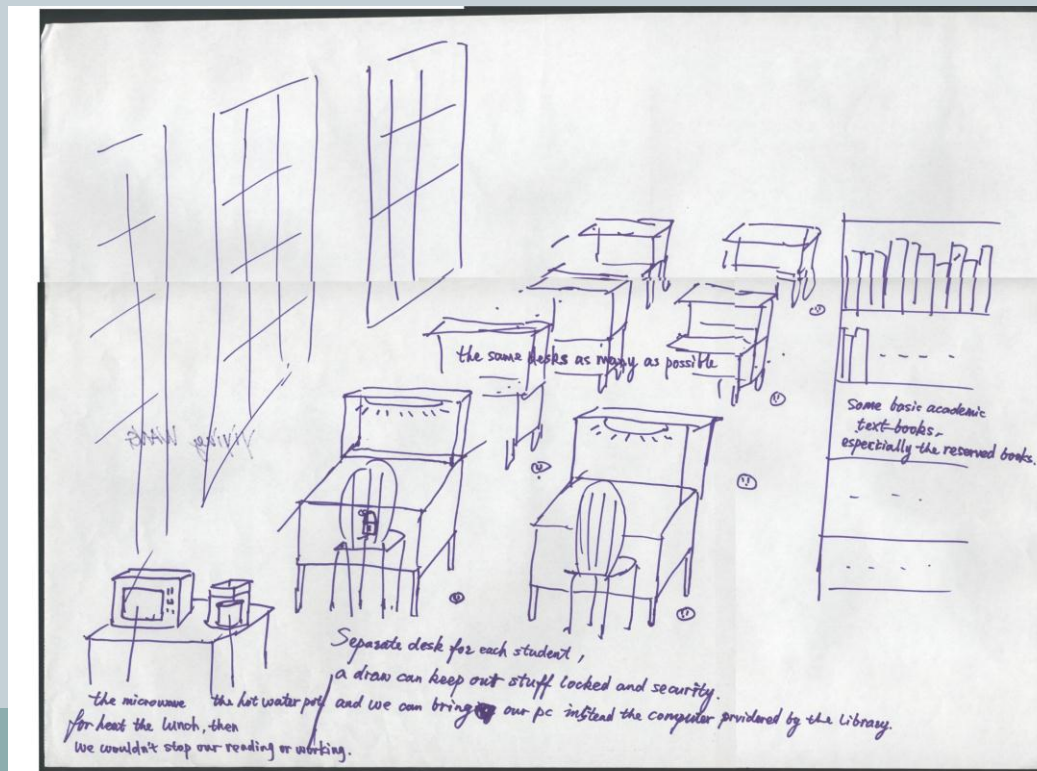


- **Sciences** = team member; collaboration; grant-focused
- **Humanities** = lone scholar; isolation; informal support groups
- **Social sciences** = article driven; prior publications “glued” together

Methods



- Design charettes
 - Draw in detail your ideal library space



Design Workshop



- Ideal library space for graduate students
 - No undergraduate students
 - Solitary, but with others
 - Variety of seating/tasks
 - Lots of outlets, good lighting

Selections of Furniture



- “Mature” but not “corporate” or “doctor’s waiting room”
- Interior designer developed
 - Color boards
 - Carpet designs
 - Sample furniture
- Invite graduate students to comment and “vote”



Messinger Graduate Student Study North & South



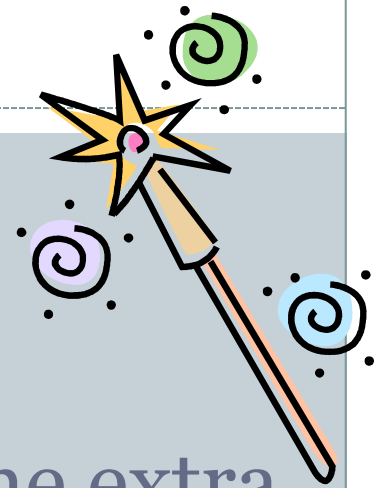
Timing is Everything

Desire tool to help with citations

- RefWorks and EndNote

“Right now I am just too busy to do the extra effort to get used to a new system.”

“I’ve never used EndNote or anything like that. Been tempted to learn it but I don’t know, just haven’t had a good opportunity.”



New Understandings



- Barriers to entry need to be lowered
- Blending of academic & social
- Importance of physical spaces
 - Symbolic
 - Neutral
- Tolerance of change
- Embrace experimentation

More information

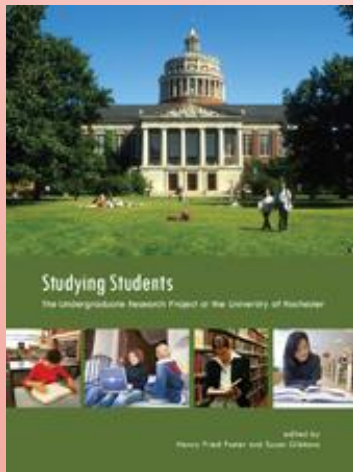


<http://tinyurl.com/2a75pjpg>

Repository of article, papers and presentations by the River Campus Libraries

Studying Students: The Undergraduate Research Project at the University of Rochester, published by ACRL, 2008

Available as *FREE PDF download*,
<http://hdl.handle.net/1802/7520>



Scholarly Practice, Participatory Design and the eXtensible Catalog, published by ACRL, 2011

